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BUSINESS REOPENING PLAN – RETAIL STORE

Crowns Guam, LLC dba Crowns Guam hereby submits the following business reopening plan to comply with the Guam Department of Public Health and Social Services (DPHSS) COVID-19 PCOR 2 Industry Guideline Recommendations. Crowns Guam plans to resume business operations at the above address by October 3, 2020.

Employee Training and Safety Policies in the Workplace

Crowns Guam will be implementing a COVID-19 Preparedness and Response Plan. Employees will attend a mandatory meeting prior to their designated start day to discuss this plan. Furthermore, for retail operations the following procedures will be implemented:

- COVID-19 Information: how it can spread, potential exposures at work, and related symptoms
- Reduce the spread of COVID-19 in the workplace
- Establish healthy business operations for COVID-19 prevention
- Enhanced cleaning and disinfecting procedures

Crowns Guam has established a facility plan that incorporates proper safe distancing and signage protocols, cleaning and disinfection/sanitation processes, and protection of employees and customers with the utilization and mandatory requirement of Personal Protective Equipment (PPE).

Reducing the Spread:

Crowns Guam retail store will limit its in-store shopping capacity to a maximum of 2 customers at each time.

Customers will be asked to wear a facial cloth covering/mask when entering the store. If a customer does not have a facial cloth covering/mask, the customer will not be allowed to enter the store. Instead, an employee will request that the customer utilize the online website, as an alternative shopping service.

To encourage social distancing, curbside pick-up we be allowed for local customers who prefer to shop online and pick-up their order. An employee will be available to deliver a customer's order to their vehicle parked outside the store.

A customer queue will be established in-store via floor and entrance door signage to inform and remind customers to practice six feet social distancing between parties throughout the store. The queue will be set up to adhere to a minimum six feet distancing.

Establish Healthy Business Operations for COVID-19 Prevention:

To maintain social distancing DPHSS recommends store policy signage to be posted in the workplace. Crowns Guam will post signage at the store front entrance door and in the shop. The following signage will be posted:

- COVID-19: What you need to know
- No mask, No entry
- 6-feet Social Distancing
- If you are experiencing COVID-19 Symptoms, No entry

Our workplace will also implement the following practices for social distancing:

- Encourage the proper use of Personal Protective Equipment (PPE) to prevent and reduce exposures; gloves, face masks, face shields, etc.
- Flexible work hours; staggered shifts to limit number of employees in the same building at the same time
- Separate lunch times to discourage eating with colleagues without masks
- Increase physical space between employees and customers
- Tape signs on floor and other visual cues to indicate 6 ft distances
- Restrict accesses to common areas where employees are likely to congregate and interact
- Place electronic payment/credit card reader farther away from cashier to increase distance between customers and employee
- Ensure 6 ft distance between parties for queues at the checkout station, and remind customers to maintain that 6 ft distance while shopping throughout the store.
- Actively encourage sick employees to stay home.

Enhanced Cleaning and Disinfecting Procedures:

- A daily health screening/risk assessment will be conducted on all employees and customers on arrival. This includes:

- A temperature check using a no-touch infrared thermometer. A customer/employee with a temperature of greater than or equal to 100 degrees Fahrenheit will not be allowed to enter the store.
- A customer information log containing their name and date of visit will be maintained.
- A sanitation station with hand sanitizer will be available to our customers outside the store entrance, and at the checkout area.
- A daily health screening questionnaire will be asked, as follows:
 - Have you been experiencing any of the following? Frequent cough, fever (temperature is greater than or equal to 100 degrees Fahrenheit), difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, diarrhea? Do you live with or have had contact with someone who has been diagnosed with COVID-19?
- Employees will thoroughly clean/disinfect all surfaces, and all items where possible before store opening and after store closing.
- Employees will sanitize high touch surfaces regularly (preferably after each customer leaves the store and before a new customer enters).
- Employees will sanitize the cash wrap counter and checkout area after every customer, to include office supplies used, credit card machine, and cash register.
- Employees will sanitize their hands between each monetary transaction (cashier).